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**From:** Hunsanger, Eric (E.C.) [ehunsang@ford.com]  
**Sent:** 1/14/2014 10:19:50 PM  
**To:** Ball, Joel [/o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=92af2ab6f5274bc597249d04358ef25f-Ball, Joel]  
**Subject:** RE: Warranty

Hi Joel,

Thanks for the potential meeting times. Of those times Monday, January 27<sup>th</sup> at 10:00 AM would work well. I will hold the time on our calendars. Thank you very much!

Regards,

Eric C. Hunsanger  
Ford Motor Company  
Sustainability, Environment & Safety Engineering (SE&SE)  
Ford Mobile: (313) 399-3858  
Email: [ehunsang@ford.com](mailto:ehunsang@ford.com)

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**From:** Ball, Joel [mailto:ball.joel@epa.gov]  
**Sent:** Tuesday, January 14, 2014 4:09 PM  
**To:** Hunsanger, Eric (E.C.)  
**Subject:** RE: Warranty

Thanks for the reply,

I'll get back to you on the warranty issue after reviewing the regs a bit more, It looks like everyones calendar is open Thursday the 23<sup>rd</sup> at 11:00 am and Monday the 27<sup>th</sup> at 10:00 am to meet on the in-use concern . Please let me know if either of these times work.

Joel Ball  
Light-Duty Vehicle Group  
Compliance Division  
United States Environmental Protection Agency  
(734) 214-4238  
[ball.joel@epa.gov](mailto:ball.joel@epa.gov)

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**From:** Hunsanger, Eric (E.C.) [mailto:ehunsang@ford.com]  
**Sent:** Tuesday, January 14, 2014 1:33 PM  
**To:** Ball, Joel  
**Subject:** RE: Warranty

Hi Joel,

I spoke with the service manager at the dealership where [Citizen Name / Ex. 6] had his vehicle serviced, and he advised me that the damage to the PCM was caused by the damaged coil-on-plug. Since the PCM was not a defective part and was damaged due to another part that is no longer covered, it would not be appropriate to cover the PCM replacement under the PCM 8 yrs. / 80,000 mile emissions warranty.

As a part of our normal process, we review TSBs to determine whether a defect report is appropriate. After reviewing this specific TSB, it appears we may have missed this one. At our next committee meeting, we will review this TSB to determine if a defect report should have been issued, and if so, the report would be entered shortly thereafter.

Finally, Ford would like to request a meeting to discuss an unrelated potential in-use concern. This would cover both light-duty chassis certified products and heavy-duty engine certified diesel products. If possible, Ford would like to meet with you, Linc Wehrly, Stephen Healy, and Justin Greuel sometime late next week or the week following. Is there anyone else you would suggest including, and do you have any convenient open times that we could consider scheduling?

Thank you very much for your help. Please let me know if you have any questions.

Regards,

Eric C. Hunsanger  
Ford Motor Company  
Sustainability, Environment & Safety Engineering (SE&SE)  
Ford Mobile: (313) 399-3858  
Email: [ehunsang@ford.com](mailto:ehunsang@ford.com)

-----Original Message-----

From: Ball, Joel [<mailto:ball.joel@epa.gov>]  
Sent: Monday, January 13, 2014 9:27 AM  
To: Hunsanger, Eric (E.C.)  
Subject: RE: [POSSIBLE SPAM] Warranty

Hi Eric,

Do you have any more information regarding this inquiry?

Thanks,

Joel Ball  
Light-Duty Vehicle Group  
Compliance Division  
United States Environmental Protection Agency  
(734) 214-4238  
[ball.joel@epa.gov](mailto:ball.joel@epa.gov)

-----Original Message-----

From: Hunsanger, Eric (E.C.) [<mailto:ehunsang@ford.com>]  
Sent: Friday, January 03, 2014 4:24 PM  
To: Ball, Joel  
Subject: RE: [POSSIBLE SPAM] Warranty

Hi Joel,

Indeed I am now handling these requests. I will investigate this concern and report back to you as soon as I have more information. Sorry that I didn't reply sooner; I had some time off prior to the Company Holiday break. Thank you.

Regards,

Eric C. Hunsanger  
Ford Motor Company  
Sustainability, Environment & Safety Engineering (SE&SE) Ford Mobile: (313) 399-3858  
Email: [ehunsang@ford.com](mailto:ehunsang@ford.com)

-----Original Message-----

From: Ball, Joel [<mailto:ball.joel@epa.gov>]  
Sent: Friday, December 20, 2013 10:48 AM  
To: Hunsanger, Eric (E.C.)  
Cc: Wilson, Marie (M.)  
Subject: FW: [POSSIBLE SPAM] Warranty

Hello Eric,

I understand you will be handing emission warranty inquiries now that Maria has moved to her new position. I was contacted by [Citizen Name / Ex. 6] who was charged for the replacement of the ECU on his vehicle within the 8 year /80,000 mile warranty period. Please see the attached dealer invoice. I also understand that the failed ECU was causing the coils to "burn" out and [Citizen Name / Ex. 6] was charged to replace the damaged coil and spark plugs twice.

Please look into this case and let me know why the emissions warranty on the ECU was denied.

There appear to be TSBs which cover this issue (# 13-4-17,12-8-17,11-8-2), however, I do not find a defect report. Could you please let me know if one was submitted and forward me a copy if there is one?

Best regards,

Joel Ball  
Light-Duty Vehicle Group  
Compliance Division  
United States Environmental Protection Agency  
(734) 214-4238  
[ball.joel@epa.gov](mailto:ball.joel@epa.gov)

-----Original Message-----

From: [Personal Email / Ex. 6]  
Sent: Friday, December 13, 2013 12:13 PM  
To: Ball, Joel  
Subject: [POSSIBLE SPAM] Warranty